

CIT Customer Service Report for the Telecommunications Branch



For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

Snapshot Date: 2/1/2008 7:30:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	5	0	0	0	0	0	0	3	0	2	8
Billing	1	0	0	0	0	0	0	0	0	1	5
Circuits	4	0	0	16	0	0	2	2	0	16	2
Conferencing	7	0	0	2	1	0	4	2	0	2	3
Coverage	2	0	0	0	0	0	0	1	0	1	4
DELPRO	9	0	0	223	0	0	153	7	0	72	0
General Info	32	0	0	12	0	0	10	13	0	21	7
New Request/Termination	5	0	0	0	0	0	0	2	0	3	4
NIH Directory	1	0	0	0	0	0	0	1	0	0	8
Operator Services	2	0	0	3	0	0	3	1	0	1	2
Phones/Accessories	52	0	0	28	0	0	9	13	0	58	3
Repair	12	0	0	0	0	0	2	4	0	6	5
Repairs	42	0	0	435	1	0	14	25	0	437	0
TSR	63	0	0	533	1	0	230	53	0	312	1
User Change	2	0	0	0	0	0	0	0	0	2	4
Voice Mail	50	0	0	6	2	0	3	37	0	14	6
Grand Total:	289	0	0	1258	5	0	430	164	0	948	1

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Total Tickets Closed:	1112
Total Tickets Assigned/Pending/Checked Out:	435
Total Tickets Created:	<u>1547</u>